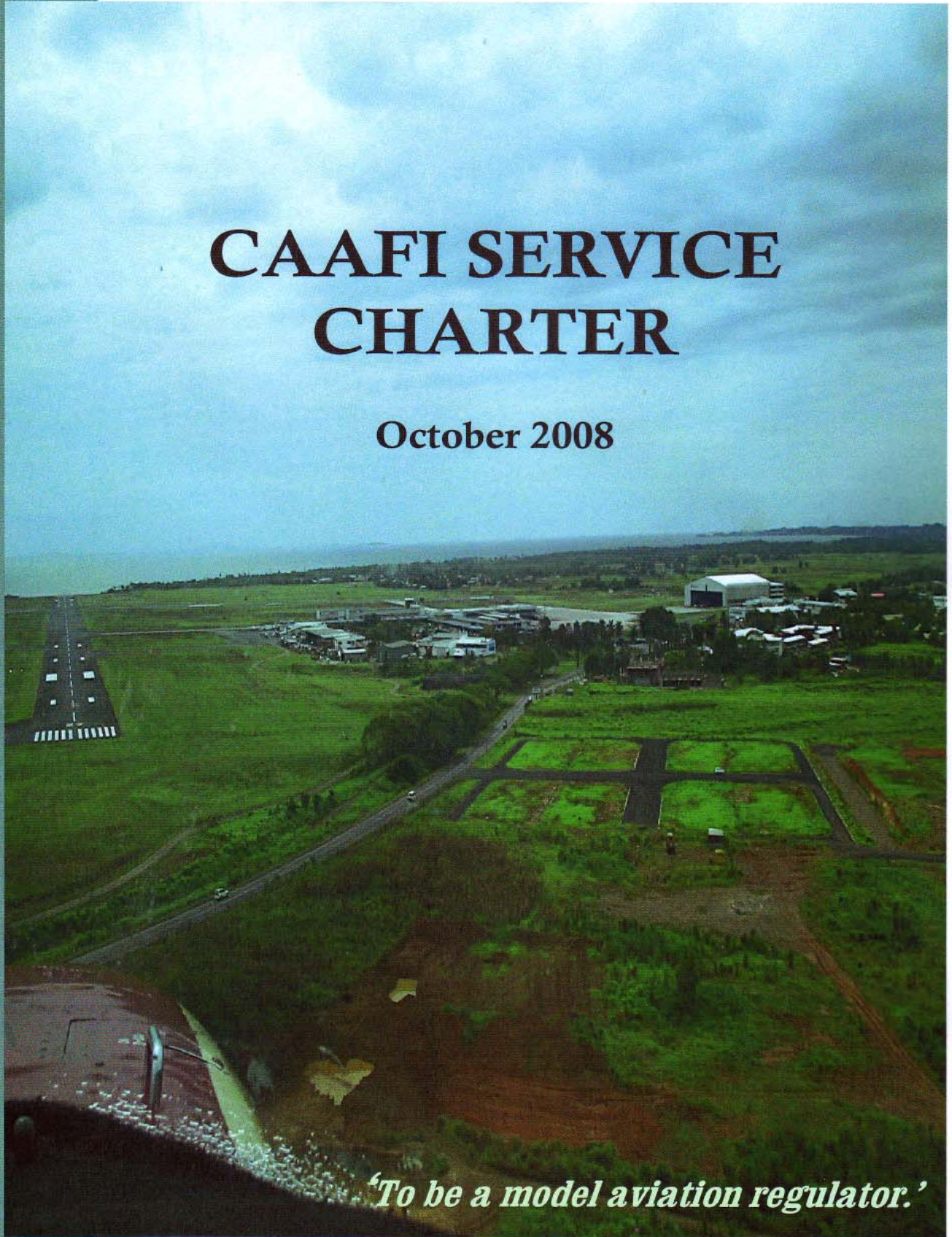




**CIVIL AVIATION AUTHORITY OF THE FIJI ISLANDS**

# **CAAFI SERVICE CHARTER**

**October 2008**



*'To be a model aviation regulator.'*

*From the Chief Executive*

At CAAFI, we are constantly striving to improve our services and forge closer relationship with our clients. We are committed to providing our services in ways that consider the impact on you while meeting our regulatory obligations. This Service Charter is an expression of our commitment to improving our services and communication with you.

Our service charter sets out the service experience you can expect from us, explains how you can obtain information from us and sets out a feedback process so you can let us know if you have concerns, and offers advice on how you can help us to serve you better.

This feedback together with structured industry consultation helps us to continually improve our programs and the efficiency of our services—and in turn to better meet your needs.

This service charter is in line with service standards of other aviation regulatory bodies and was prepared in consultation with staff & Board of CAAFI and a broad cross section of Fiji's aviation community.

Reports on our performance against this service charter will be reflected in our Annual Report and appropriately posted on our website.

This service charter will officially come into effect on January 1<sup>st</sup> 2009.

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**Netava Waqa**

## ***About CAAFI***

CAAF was declared a Commercial Statutory Authority on 3<sup>rd</sup> April 1997 and subsequently declared a Re-organised Enterprise on 23<sup>rd</sup> May 1997. This was done under the Public Enterprise Act. The Civil Aviation Reform Act 1999 came into effect on 12<sup>th</sup> April 1999. Since that time CAAFI became responsible for discharging the regulatory functions, on behalf of the Fiji Government, its responsibility under the Chicago Convention to International Civil Aviation Organization (ICAO).

With effect from 1<sup>st</sup> January 2007, CAAFI was declared as a Statutory Authority and no longer under Public Enterprise Act.

### ***CAAFI's Functions***

The Authority's functions, as provided under the Civil Aviation Reform Act 1999, include:

- Functions relating to the registration of aircraft, air navigation and aircraft safety (including airworthiness), regulation of air traffic standards, certification of aircraft and operators, the licensing of air and ground crew and airports
- The carrying out of obligations arising from Fiji's membership of the (ICAO).
- The safety-related function of educating the aviation industry of its obligation to maintain high standards of aviation safety.
- Provide advice to the Minister on policy and procedures affecting safety oversight if required.

### ***Corporate Philosophy***

#### ***Corporate Vision***

The vision of the Civil Aviation Authority of the Fiji Islands is **to be a model aviation regulator.**

#### ***Corporate Mission***

The mission of the Authority is **to promote effective aviation safety in the Fiji Islands and the region.**

#### ***Corporate Values***

The Authority strives to reflect certain key values as the characteristics of the people who are the CAAFI team and equally for the organisation as a whole by **professionalism, accountability, commitment, and integrity in our conduct.**

#### ***Quality Policy***

CAAFI is committed to meeting its customer satisfaction by continuously improving and implementing the highest level of aviation standards.

### ***Who is this charter for?***

This charter is applicable to all CAAFI stakeholders, who are:

- International Civil Aviation Organisation (ICAO);
- Government;

- Airport operators;
- Air traffic control and air navigation service providers;
- Airline operators;
- Pilots and air traffic controllers, aircraft engineers, technicians;
- Airline contracting organisations;
- International air cargo operators;
- Air travelers; and
- General community.

### ***Our Service Standards***

*On a personal level we will: -*

- deal with you in a polite and helpful manner;
- listen to you and take your views into account;
- treat you fairly and take account of your particular needs;
- provide accurate advice;
- constantly look for ways in which our service can be improved;
- provide timely, accurate and useful response.

*If you telephone us, we will: -*

- answer the telephone promptly and courteously;
- identify the name of the person speaking and/or the Section/Department you have contacted;
- if we are unable to answer your query directly we will take your contact details and arrange for the appropriate person to assist you as soon as possible.

*For all written enquiries we will: -*

- will respond to all written enquiries within 10 business days of receipt;
- if we cannot fully answer your query in that time we will advise you of when a complete response can be expected.

*If you visit us, we will: -*

- attend to the visitors at the reception immediately;
- other staff will attend to the visitors within 5 minutes of notification depending on their availability or presence in the office.

*When developing or reviewing standards and policy that affects you, we will:-*

- consult with you as appropriate to make sure that your views are properly considered; and
- provide reasonable time for you to comment on our proposals.

CAAFI has a formal mechanism for consultation on policy development through the “Legislation or Standards Change Process”. Information on this process is available on CAAFI website at [www.caa.fi](http://www.caa.fi).

*Air Safety Service Standards*

Flight Operations		
Service	Standard	Performance Target
Air Operator's Certificate (AOC)	<u>Issue</u> - AOC will be issued within 55 working days from the date of the application provided that all required documentation has been submitted with the application.	90%
	<u>Renewal</u> - AOC will be renewed by expiry date provided an application for renewal has been received 55 working days before the expiry.  <i>Note: The issue/renewal will be subject to satisfactory completion of the corrective actions for Level 1 and Level 2 findings raised during the audit.</i>	90%
Certification of Aviation Training Institution	<u>Issue</u> - Aviation Training Institutions certification will be issued within 55 working days from the date of the application provided that all required documentation has been submitted with the application.	100%
	<u>Renewal</u> - Aviation Training Institutions certification will be renewed by expiry date provided an application for renewal has been received 55 working days before the expiry.  <i>Note: The issue/renewal will be subject to satisfactory completion of the corrective actions for Level 1 and Level 2 findings raised during the audit.</i>	100%
Permissions, Exemptions and Variations	Applications for Permissions, Exemptions and Variations will be processed within 10 working days subject to the receipt of all the required supported documentation and acceptance by the Flight Operations Section.	90%
Simulator Approvals	Approval documents will be issued within 20 working days provided an approval is given by the State of domicile.	90%
ETOPS Approvals	ETOPS approvals will be issued if satisfactory within 20 working days.	90%
Approval of check captain	The booking of the Check Captains will be within 14 working days.	90%
	Paperwork and appointment will be within 10 working days from the date of evaluation.	90%
Flight Time Limitation and Variation Approval	Flight Time Limitation (FTL) approval or FTL variation approval will be issued within 20 working days if satisfactory.	80%

Flight Test Booking	A flight test booking with a CAAFI Flight Examiner provided within 5 working days of receipt of a request, unless weather conditions are such that a backlog of candidates has built up.  <b>Note:</b> It may not always be possible to provide a flight test booking (due to weather or some other factor outside Authority's control). When a backlog of flight-test candidates do develop, the Authority will endeavor to return to the "5 working days" waiting time as soon as possible.	90%
<b>Airworthiness</b>		
<b>Service</b>	<b>Standard</b>	<b>Performance Target</b>
ANR 145C Approval of Maintenance Organisations	<u>Issue</u> - ANR 145C approval will be issued within 55 working days from the date of application.	90%
	<u>Renewal</u> – approval will be renewed by expiry date provided the application for renewal has been received 55 working days in advance.  <i>Note: The issue/renewal will be subject to satisfactory completion of the corrective actions for Level 1 and Level 2 findings raised during the audit.</i>	90%
Approval of Maintenance Exposition Amendment	Exposition amendment, if satisfactory, will be approved within 10 working days.	90%
Issue/renewal of a Certificate of Airworthiness	Will be issued/renewed within 40 working days from the date the application is received, provided that the aircraft survey findings have been satisfactorily actioned.	80%
Issue of a Permit to Fly	Will be issued within 30 working days as a result of recommendation from an organisation appropriately approved by the Authority.	90%
Approval of Maintenance Schedule (MS)	a) For applications for a new MS as part of an AOC application or extension, the Airworthiness Section's response will not normally exceed 30 working days from receipt but will vary according to findings and the applicant's response to queries.	90%
	b) For amendments to MS documents, the Airworthiness Section's response will not normally exceed 10 working days from receipt but will vary according to findings and the applicant's response to queries.	90%
Aircraft Registration	Certificate of Registration will be issued within 14 working days of receipt of application provided required documentation has been provided.	90%
Approval of Modifications	Will be assessed and approval issued within 30 working days if satisfactory.	90%

Minimum Equipment List (MEL) Approval	Minimum Equipment List approval (initial issue or an amendment) will be issued within 30 working days if the outcome of the assessment is satisfactory.	90%
<b>Personnel Licensing</b>		
<b>Service</b>	<b>Standard</b>	<b>Performance Target</b>
Issue of pilots licence	Will be issued within 10 working days of the receipt of the correctly completed application.	90%
Issue of Flight Crew Ratings	Ratings for licences will be issued within 10 working days of receipt of the correctly completed application.	90%
Assessments of requirements to be met to qualify for a licence.	Response to requests for assessments of requirements to be met and to qualify for a licence, rating issue will be issued within 10 working days of the receipt of a request.	90%
Examination	Results of all personnel licensing examinations conducted by the Authority will be dispatched within 5 working days of the date of examination.	95%
Aircraft Maintenance Engineer Licence	AME licence will be issued within 10 working days of receipt of correctly completed application.	90%

Note: Delivery time of services by CAAFI is subject to payment of necessary fees where applicable.

### *Ground Safety Department Service Standards*

<b>Aerodrome</b>		
<b>Service</b>	<b>Standard</b>	<b>Performance Target</b>
Aerodrome Certification or Registration Renewal	Aerodrome certification or registration will be renewed by expiry date provided the application is received 55 working days in advance. <i>Note: The aerodrome certification or registration renewal is subject to satisfactory completion of the corrective actions by the applicant for Level 1 and Level 2 findings raised during the audit.</i>	90%
Certification of ATS	<u>Issue</u> – Air Traffic Services certification will be issued within 55 working days from the date of the application provided that all required documentation has been submitted with the application.	100%

	<p><u>Renewal</u> - Air Traffic Services certification will be renewed by expiry date provided an application for renewal has been received 55 working days before the expiry.</p> <p><i>Note: The issue/renewal will be subject to satisfactory completion of the corrective actions for Level 1 and Level 2 findings raised during the audit.</i></p>	100%
<b>Safety Education</b>		
<b>Service</b>	<b>Standard</b>	<b>Performance Target</b>
Aviation Safety Bulletin	Aviation Safety Bulletins will be prepared and distributed quarterly.	100%
<b>Personnel Licensing</b>		
<b>Service</b>	<b>Standard</b>	<b>Performance Target</b>
Licences and Permits	<p>Correct application for the following licences and permits will be processed within 10 working days of receipt, subject to payment of appropriate fees:</p> <ul style="list-style-type: none"> <li>- Air Traffic Controller Trainee Permit;</li> <li>- Air Traffic Controller Licence;</li> <li>- Aeronautical Facility Technician Licence;</li> <li>- Flight Information Service Officer Trainee Permit;</li> <li>- Flight Information Service Officer Licence;</li> <li>- Aeronautical Station Operator Trainee Permit;</li> <li>- Aeronautical Station Operator Licence;</li> <li>- Aeronautical Facility Technician Trainee Permit.</li> </ul>	95%
Examination	Candidates will be advised of examination results within 15 working days of the examination.	95%

Note: Delivery time of services by CAAFI is subject to payment of necessary fees where applicable.

### *Aviation Safety and Security Department Service Standards*

<b>Aviation Security and Facilitation</b>		
<b>Service</b>	<b>Standard</b>	<b>Performance Target</b>
Certification of Organisations	<p><u>Issue</u> - Certificates will be issued within 55 working days of application provided that all the required documentation have been submitted.</p>	95%
	<p><u>Renewal</u> - Certificates will be renewed on expiry, provided the application for renewal has been received 55 working days in advance.</p> <p><i>Note: The issue/renewal will be subject to satisfactory completion of the corrective actions for Category 2 and Category 3 findings raised during the audit.</i></p>	95%

Note: Delivery time of services by CAAFI is subject to payment of necessary fees where applicable.

### *Corporate Services Department Service Standards*

<b>Finance/Administration Section</b>		
<b>Service</b>	<b>Standard</b>	<b>Performance Target</b>
Invoice for time sheets	Invoices will be dispatched within 5 days of receipt of time sheet information.	90%
Invoice enquiries	Upon receipt of an invoice enquiry, the Authority will acknowledge immediately and reply within 10 working days or advise the enquirer if investigations will take longer.	95%
Payments to Suppliers	Upon receipt of supplier's invoices, the Authority will make payment within the supplier's due time scale unless a notified dispute has been registered.	100%
<b>Standards Section</b>		
<b>Service</b>	<b>Standard</b>	<b>Performance Target</b>
Mandatory Occurrence Report (OR001)	Assess correctly completed Mandatory Occurrence Report within 2 days of receipt and assign Inspectors for investigation.	95%
Feedbacks/ Complaints	Acknowledge the receipt of the Feedbacks and complaints within 5 working days and provide a formal response of the action taken by CAAFI or giving appropriate explanation for cases where no action is taken within 20 working days.	100%
<b>Human Resource</b>		
<b>Service</b>	<b>Standard</b>	<b>Performance Target</b>
Employment Applications	Acknowledge the receipt of applications for employment in response to an advertisement within 5 working days from the closing date.	90%
Unsuccessful Applications	Unsuccessful applicants will be notified within 20 working days from the closing date for applications.	90%
Aptitude Test Notification	Shortlisted candidates will be advised of an aptitude test date within 20 working days from the closing date for applications	90%
Interview Notification	Notify the shortlisted candidates of their interview dates within 5 working days from the date of the aptitude test.	90%
Interview Results	Applicants will be advised of the results of their interviews within 20 working days following the interview.	95%

## *Client Complaints, Compliments and Suggestions*

1. We encourage you to provide us with feedbacks regarding our service standards or about any other concerns you may have about our service delivery to you. These are useful tools that CAAFI uses to identify how well we are meeting the expectations of our customers and identify areas where we could improve on to better our service delivery.
2. Our feedback system is easy to use. The official CAAFI Feedback form is QA 108 which can be accessed from our website, which when completed can be emailed, faxed, posted or dropped in the feedback box at our Head Quarters. Copies of the forms can also be obtained from the reception area at CAAFI Head Quarters. The feedbacks may be sent through any of the following:

*Email address:* [standards@caaf.org.fj](mailto:standards@caaf.org.fj);

*Postal Address:* *Quality Assurance Officer*

*CAAFI*

*Industry Feedback*

*Private Mail Bag (NAP 0354)*

*Nadi Airport*

*Fiji Islands*

*Fax: (679) 672 7429*

3. If the complaint is made by telephone, we recommend that your complaint is confirmed in writing to any of the above addresses.
4. All written complaints will be acknowledged within 5 working days of receipt. Acknowledgement will identify the CAAFI contact person responsible for coordinating the response to the complaint.
5. A written response will be forwarded to the complainant within 20 days advising of the actions taken by CAAFI. In cases where matters proceed for a length of time, a report will be forwarded to the complainant on the progress. Thereafter complainant will be kept informed of the progress until a final action has been taken by CAAFI.

### **Some Key Contacts**

Chief Executive Ph: (679) 6721555, Ext 3310

Email: [ce@caaf.org.fj](mailto:ce@caaf.org.fj)

Controller Air Safety Ph: (679) 6721555, Ext 3350

Email: [cas@caaf.org.fj](mailto:cas@caaf.org.fj)

Controller Aviation Safety Ph: (679) 6721555, Ext 3361

& Security Email: [cass@caaf.org.fj](mailto:cass@caaf.org.fj)

Controller Ground Safety Ph: (679) 6721555, Ext 3371

Email: [cgs@caaf.org.fj](mailto:cgs@caaf.org.fj)

Manager Corporate Services Ph: (679) 6721555, Ext 3342

Email: [mcs@caaf.org.fj](mailto:mcs@caaf.org.fj)

24 hr phone contact: 9995201

24 hour toll free line where you could leave messages about any safety related concerns you may have: **0800 672 5799**.